

## Communications Industry

### Consumer Contacts that Require Enhanced Processing

#### Presented by Utility Company, Category and Subcategory

#### November 2018

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

**Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.**

Utility Code	Utility Name	Category	Subcategory	Count
CLC6342, IER6342	ACN Communications Services, Inc.	Service	Outage	1
<b>ACN Communications Services, Inc. Total</b>				<b>1</b>
CER4451	Air Voice Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
<b>Air Voice Wireless, LLC Total</b>				<b>1</b>
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Address Error	1
<b>AmeriMex Communications Corp. Total</b>				<b>1</b>
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	3
		Billing	Bill Not Received	1
		Billing	Bundled Services	1
		Billing	Cramming	2
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	5
		Billing	Late Payment Charge - LPC	3
		Billing	Other Charges	3
		Billing	Toll Dispute	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	11
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Safety	2
		Service	Call Quality	7
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	10
		Service	Disconnected In Error	2
Service	Number Portability - Wireless or Landline	1		
Service	Outage	11		
Service	Refusal To Serve	2		
<b>AT&amp;T California Total</b>				<b>76</b>
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	1
		Billing	High Bill	7
		Billing	Other Charges	5
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	2
Service	Outage	1		
<b>AT&amp;T Mobility Total</b>				<b>18</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC5335, IEC5335, IEC6018	CenturyLink	Billing	Disputed Customer of Record	1
<b>CenturyLink Total</b>				<b>1</b>
CLC6878, CLR6878, IEC6878	Charter	Billing	Cramming	1
		Billing	High Bill	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	1
		Service	Outage	1
<b>Charter Total</b>				<b>5</b>
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
		Billing	Payment Error	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	2
<b>Comcast Digital Phone Total</b>				<b>6</b>
CER4328	Consumer Cellular, Inc.	Service	Call Quality	1
<b>Consumer Cellular, Inc. Total</b>				<b>1</b>
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Policy and Practices	Abusive Marketing	3
		Policy and Practices	Safety	1
		Service	Outage	3
<b>Cox; Cox Communications; Cox Business Total</b>				<b>7</b>
CLR5233, IEC5233	CREDO; Working Assests Long Distance	Billing	Other Charges	1
<b>CREDO; Working Assests Long Distance Total</b>				<b>1</b>
CER4460	Cricket Wireless, LLC	Service	Dead Zones/Dropped Calls	1
<b>Cricket Wireless, LLC Total</b>				<b>1</b>
CER4436	enTouch	Lifeline	LLB Application Request	1
<b>enTouch Total</b>				<b>1</b>
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	2
		Billing	Bundled Services	2
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	6
		Billing	Other Charges	3
		Billing	Payment Error	1
		Billing	Premise Visit Charges	1
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	2
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	6
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	1
Service	Outage	1		
<b>Frontier California, Inc. Total</b>				<b>35</b>
CER4478	Google North America, Inc.; Project FI By Google	Billing	Disputed Customer of Record	1
<b>Google North America, Inc.; Project FI By Google Total</b>				<b>1</b>
CER4442	Life Wireless	Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
<b>Life Wireless Total</b>				<b>2</b>
CEC3079	MetroPCS	Billing	Other Charges	1
		Service	Call Quality	1
<b>MetroPCS Total</b>				<b>2</b>
IER6799	National Access Long Distance, Inc.	Billing	Other Charges	1
<b>National Access Long Distance, Inc. Total</b>				<b>1</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC6005, IEC6005	Peak Communications	Billing	High Bill	1
<b>Peak Communications Total</b>				<b>1</b>
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
<b>Preferred Long Distance, Inc. Total</b>				<b>2</b>
CLC7002, CLR7002	Sonic Telecom, LLC	Billing	Other Charges	1
<b>Sonic Telecom, LLC Total</b>				<b>1</b>
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Cramming	1
		Billing	High Bill	3
		Billing	Other Charges	3
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	2
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnection Non Payment	1
<b>Sprint; Sprint PCS Total</b>				<b>12</b>
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Federal Program/Equipment	1
<b>Surelink Mobile; TruConnect Total</b>				<b>1</b>
CER4410, CLC6875, CLR6875, IEC6875	TC Telephone, LLC; Horizon Cellular	Lifeline	LLB Discount Switched to Other Carrier	3
		Policy and Practices	Abusive Marketing	1
<b>TC Telephone, LLC; Horizon Cellular Total</b>				<b>4</b>
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Bill Adjustment	1
		Service	Outage	1
<b>Telepacific Communications Total</b>				<b>2</b>
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Billing	Payment Error	1
		Lifeline	LLB Approved for Discount	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
<b>Time Warner Cable Total</b>				<b>6</b>
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	1
		Billing	High Bill	2
		Billing	Other Charges	1
		Service	Disconnection Non Payment	1
<b>T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) Total</b>				<b>5</b>
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	Bill Not Received	1
		Billing	Other Charges	3
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	2
<b>TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) Total</b>				<b>8</b>
CER4441	UVNV, Inc.	Billing	High Bill	1
		Service	Number Portability - Wireless or Landline	1
<b>UVNV, Inc. Total</b>				<b>2</b>

Utility Code	Utility Name	Category	Subcategory	Count
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	3
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	3
		Service	Delayed Orders/Missed Appointments	1
<b>Verizon Wireless Total</b>				<b>10</b>
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Address Error	2
		Lifeline	LLB Application Request	6
		Lifeline	LLB Federal Program/Equipment	2
<b>Virgin Mobile; Assurance Wireless Total</b>				<b>10</b>
IER6985	Windstream Communications, Inc.	Billing	Other Charges	1
<b>Windstream Communications, Inc. Total</b>				<b>1</b>
<b>Grand Total</b>				<b>226</b>

1 Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.